PRIYANKA SHARMA

(**Customer Relationship Manager**)

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**Skype ID** - live:11e310661f52c8a1

**Zoom ID** - 8691931623

# Carrier Objective

Intend to build a career with leading corporate of hi-tech environment with strong belief in success through teamwork, which will help me to reach my true potential and to apply my technical and interpersonal skills with committed and dedicated people. I believe in great corporate learning to mound myself as a responsible resourceful professional.

I promise to give the commitment and use my skills to the best of my abilities to move drastically, quickly, confidently and efficiently in my professional career, thereby developing myself professionally and personally along with the growth of the company

# Work History

With over 5+ years of experience in the Sales Sector, in the Deptt. Of Customer Relationship Manager, the platform seeking a challenging position in Customer handling & background that involves a mix of all type of Customer Service and support with independent

**Customer Relationship Manager/Quality Manager (Sales)-**15th Dec-2021 to Present

**NEXA,**( Maruti Authorized Dealership) CM Auto Sales Pvt Ltd. Mohali

**Asst. Customer Relationship Manager (Sales**)– March 2020 to Dec2021

**KIA Motors** (Joshi Ventures Pvt. Ltd.) Mohali

* Maintaining daily enquiries report.
* Sales report. From DMS.
* Maintaining showroom Decorum.
* Feeding daily enquiry of DSE’s in DMS
* Supervising all PSF/PBF calling data, Walk-In & test drive reports
* Responsible for resolving all sales complaint.
* Maintain all feedback from pre and post sale telle-calling.
* Organizing customer meets.
* Responsible for complaint capturing and resolution of internal and external customer complaints.
* Responsible for delivery time scheduling sheet.
* Track and monitor customer relations initiatives and provide guidance and course correction to ensure high effectiveness of the CR programs and initiatives.
* Sending a weekly report to all HOD’s with status wise counts for better lead management. Completing all E-Learning Courses successfully in a stipulated time period.
* Explaining about the vehicle to Customer in the absence of sales consultant
* New joining CRE ‘s & Tele callers Guiding the procedure

**Customer Relationship Manager (Service) -** 9th July 2016 to 31st Dec 2019

**Royal Enfield**, (Manmohan Auto stores) Chandigarh

* Define customer relationship programs and key initiatives for service divisions in association with the dealership senior management to achieve customer satisfaction index at the dealership.
* Resolving customer complaints timely and effectively and talking steps to ensure such complaint are avoided in future.
* Closing all the customer complaints in DMS after appropriate resolution.
* Meeting customer in field for resolution of complaints.
* Regular audit of above with CRE store and workshop.
* Discuss customer feedback (Positive & Negative) in daily meeting.

# Education

* 10th from CBSE

 +2 from NIOS

* 3 years diploma in Interior Design & Decoration from The Punjab State Board of Technical Education and Industrial Training. (Chandigarh)

# Personal Details

* Name : Priyanka Sharma
* Date of Birth : 23rd Dec 1993
* Gender : Female
* Marital Status : Married
* Nationality : Indian
* Languages known : English, Hindi, Punjabi,

# Passport Details

* Passport No : S6004781
* Place of Issued : Chandigarh
* Date of Issue : 30/08/2018
* Date of Expiry : 29/08/2028

# Hobbies

* Animation Art
* Listening Music

I hereby declare that the particulars of information and facts stated here in above are true, correct and complete for the best of my knowledge and belief.

**DATE………… Priyanka Sharma**